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August 20, 2002

RECEIVED

Via Hand Delivery

AUG 20 2002

Ms. Marlene H. Dortch
Secretary
Federal Communications Commission
445 12th Street, SW
Washington, DC 20554

FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

Re: Notification of Subscriber Transfer
CC Docket No. 00-257

Dear Madam Secretary:

Pursuant to Section 64.1120 of the Commission's Rules, this letter provides notification of the planned transfer of certain Arkansas and Kansas local exchange subscribers of Adelphia Business Solutions to Southwestern Bell Telephone Company (SWBT). SWBT will provide all transferred subscribers local exchange and local toll services. Each affected subscriber will have at least 30 days notice prior to the transfer. SWBT will begin transferring customers on September 20, 2002.

SWBT certifies that it has provided advance subscriber notice in accordance with section 64.1120(e)(3). Further, SWBT has and will comply with the obligations specified in the notice and any other applicable statutory and Commission requirements. The notification letter is attached hereto.

Should you have any questions, please do not hesitate to contact me.

Sincerely,

A handwritten signature in black ink, appearing to read "David M. Grant", with a stylized flourish at the end.

David M. Grant

Attachment

No. of Copies rec'd 071
List ABCDE



August 19, 2002

NOTICE OF TRANSFER OF TELEPHONE SERVICE

Dear Adelphia Business Solutions Customer:

As you may know, Adelphia Business Solutions ("Adelphia") recently filed for bankruptcy protection and, as a part of its reorganization plan, will focus on provisioning facilities-based services to its customers. As a consequence Adelphia will no longer provision local exchange and exchange access services through the resale of Southwestern Bell Telephone Company's retail telecommunication services ("Total Services Resale"). The reason that Adelphia and Southwestern Bell Telephone Company ("Southwestern Bell") are mailing this letter to you is because you are an Adelphia Total Services Resale customer.¹ Accordingly, Adelphia will no longer be providing your business with local telephone service, local toll telephone service and long distance service on approximately October 8, 2002.

In order to ensure that you continue to receive telephone service without disruption, Adelphia and Southwestern Bell have entered into an agreement for Southwestern Bell to provide your business local telephone service and local toll service, unless you choose another provider. Upon receipt of this letter you may transfer your local telephone and local toll service to Southwestern Bell or any other carrier of your choice. If you have not transferred your service to Southwestern Bell or another carrier by September 18, 2002 (the "Selection Date"), then between September 18th and October 8, 2002 (the "Transfer Period"), your local telephone and local toll service will be transferred to Southwestern Bell as outlined below in accordance with applicable rules of the Federal Communications Commission ("FCC") and your state public utility commission.

You have a choice in selecting your telephone service provider.

1. **If You Select Southwestern Bell for Local Phone and Local Toll Service by the Selection Date:** Please contact Southwestern Bell at 1-800 481-0367 to make arrangements for business local telephone service as soon as possible. Southwestern Bell has attractive pricing programs and packages for local business service that your Southwestern Bell representative can discuss with you. Southwestern Bell will provide you with the local phone services you request, and it will make local toll and long distance service available to you from the carrier of your choice. Southwestern Bell will not charge its customary new connection fee or any other change of carrier charges.
2. **If You Do Nothing by the Selection Date:** If you have not transferred your services by the Selection Date, these services will be automatically transferred to Southwestern Bell during the Transfer Period at no cost to you, and you will not experience any service outage. In accordance with the applicable rules of the FCC and your state public utility commission, services will be provided to you as follows:

¹ If you receive this notice from any other source or by any other means of delivery, please call this toll free number 877-660-1235. Your service is not being transferred nor is Adelphia withdrawing from providing your service unless you are sent a formal notice directly by Adelphia and Southwestern Bell.

- a. Local Phone Services – Southwestern Bell will provide the same or equivalent local phone services as you were receiving with Adelphia at Southwestern Bell's approved rate structure. In addition, Southwestern Bell will not charge its customary new connection fee or any other change of local carrier charges. See attached summary of Southwestern Bell's service terms and conditions for more details. Southwestern Bell's rates, terms and conditions will be applicable on the date Southwestern Bell becomes your service provider. Southwestern Bell will contact you by mail or telephone to advise of any post-transfer changes.
- b. Local Toll and Long Distance Services –
- 1) Adelphia Local Toll and Long Distance Customers – If you used Adelphia for local toll and long distance, you will be transferred with Southwestern Bell local toll service at Southwestern Bell's approved rate structure. However, you will be transferred without a long distance provider and will need to immediately contact Southwestern Bell at the above-referenced phone number in order to choose a long distance provider.
 - 2) Local Toll and Long Distance Customer of Another Carrier – If you used a long distance carrier other than Adelphia for local toll and long distance services, you will receive the same service from the same carrier.
 - 3) Local Toll from Adelphia and Long Distance from Another Carrier – If you used Adelphia for local toll, but another carrier for long distance, then Southwestern Bell will provide your local toll service at Southwestern Bell's approved rate structure, and you will continue to receive your long distance service from the same carrier.
 - 4) Long Distance from Adelphia and Local Toll from Another Carrier – If you used Adelphia for long distance, but another carrier for local toll, you will be transferred without a long distance provider and will need to immediately contact Southwestern Bell at the above-referenced phone number in order to choose a long distance provider, and you will continue to receive your local toll from the same carrier.

If you have a preferred carrier freeze that prevents unsolicited changes on your local phone, local toll, and/or long distance services, and have not contacted Southwestern Bell or another provider by the Selection Date, the freeze will be lifted and your services transferred according to this section. You must contact Southwestern Bell to arrange for the freeze protection to be reinstated after the transfer.

- c. Service Adjustments – You may make adjustments and changes to your service from Southwestern Bell at any time by calling service representatives (per your billing statement).

3) If You Select Another Provider before the Selection Date: You must make arrangements with that service provider to transfer your service prior to the Selection Date. Your selected carrier will determine the charges for the services you select.

Adelphia will no longer make any new changes to your Adelphia telephone service, and Adelphia has responsibility for handling any outstanding complaints or disputes that may exist between you and Adelphia or another carrier. You will be responsible for any account balance due Adelphia through the date of transfer. After the payment of your final bill to Adelphia, any deposits or credits that may be

due to you from Adelphia will be sent to you within 30 days following the discontinuation of your telephone service.

If you have any questions regarding your Adelphia telephone service or the transfer of your service, please direct any questions you may have to Adelphia at 1-877 660-1235. Adelphia will work with you to attempt to resolve any outstanding issues involving its service. If you have any questions about Southwestern Bell's telephone services or features, please contact Southwestern Bell at 1-888 481-0367 or visit its web site at www.swbt.com.

Southwestern Bell looks forward to meeting your communications needs. Please see attached terms and conditions as well as promotional materials for attractive offers concerning Southwestern Bell products and services.

Sincerely,

Adelphia

Southwestern Bell

SOUTHWESTERN BELL'S TERMS AND CONDITIONS OF LOCAL SERVICE

As a service to our customers, and in compliance with the Federal Communications Commission and state public utility commissions, if applicable, Southwestern Bell Telephone Company ("SWBT") wants to provide you with the following information concerning the terms and conditions of service.

- Depending on your location, your business local telephone service will be billed at a monthly rate between \$19.15 to \$28.25 for Southwestern Bell's touch-tone one-party flat rate service.*
- If you decide to order any additional services, a full description of each product or service you order will be identified on your bill. For additional information, you may reference the EasyOptions section of your Southwestern Bell Telephone directory or visit our Web site at www.swbell.com.
- Charges for late payment and returned checks – For business customers, a late payment charge of 5% is applicable if payment is not made by the next bill date as referenced in the Payment Information section of the telephone bill. There is a \$25.00 charge for returned checks. If late payment or returned check charges are applicable, they can be found in the Other Charges section and Monthly Statement section of the telephone bill.
- Deposits and advance payments – If a deposit or advance payment is later required to continue local telephone service with Southwestern Bell, the advance payment will appear in the Monthly Statement section of your telephone bill and the deposit will appear in the Payment Information section of your telephone bill. Information on interest accrual and refund of deposit can be found in the "Your Rights as a Customer" section of the Southwestern Bell Telephone directory.
- Telephone number assignment changes - Your correct telephone number will be reflected on your telephone bill.
- You may terminate your service at any time, subject to a minimum one-month's billing as set forth in our tariffs.
- Applicable minimum contract service terms and early termination fees – If you have signed a contract for a minimum term, you should have received a contract with the terms, conditions and applicable termination fees. If you have not received this contract, please call us at 800-499-7928.
- * Rates for Southwestern Bell's touch-tone, 1-party flat-rate line and for Southwestern Bell's touch-tone service vary by location.